



**THE EFFECTS OF DIVERSITY TOWARDS ORGANIZATIONAL
PERFORMANCES IN PETRONAS LUBRICANTS INTERNATIONAL SDN BHD**

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DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”**

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of any independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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Date: 1 July 2016

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LETTER OF SUBMISSION

Date of Submission: 1 July 2016

The Head of Program

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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “The Effect of Diversity towards Organizational Performance in Petronas Lubricants International Sdn Bhd” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You.

Your Sincerely,

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TABLE OF CONTENT

<u>Title Page</u>	Page
DECLARATION OF ORIGINAL WORK	ii
LETTER OF SUBMISSION	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v-vii
LIST OF FIGURE	ix
LIST OF TABLES	x-xi
ABSTRACT	xii

CHAPTER 1.0: INTRODUCTION

1.0	Introduction	1
1.1	Problem Statement	2
1.2	Research Questions	4
1.3	Research Objectives	5
1.4	Significance of Study	5
1.5	Scope of Study	6
1.6	Definition of Terms	7

CHAPTER 2: LITERATURE REVIEW

2.0	Overview	9
2.1	Literature Review	10
2.1.1	Organizational Performance	10
2.1.2	Cultural Diversity	12

ABSTRACT

In today's rapid business changing environment, workforce diversity has become an increasing issue and trend in Malaysia and widely accepted by most organizations in this particular country. Diversity can be seen as one of the problems nowadays because of variety and difference of the employees either in term of the culture, demographic and cognitive diversity.

This research was conducted for the purpose of to studying the Effect of Diversity toward Organizational Performance in Petronas Lubricants International Sdn Bhd. The objective for this research paper, the researchers want to identify the relationship of culture, demographic and cognitive diversity towards organizational performance. Since, this research is a quantitative research 152 Questionnaires have been distributed to the respondents at Petronas Lubricants International Sdn Bhd. Questionnaires were distributed through self-administered approach with the implementation of probability simple random technique. The data was collected then analyzed by using Statistical Package for the Social Science (SPSS) software to accumulate the findings. Based on findings it will provide the result of whether all the independent variables have significant relationship with organizational performance or conversely.

Finally, conclusion and recommendation are designed to figure out the way how to improve the effects on the diversity in the organization.